

**Course Details:**

**BSB20120 Certificate II in Workplace Skills (with selected units from Certificate III in Business)**

**Course Aims**

The Certificate II in Workplace Skills is an entry-level program that aims to develop a broad range of knowledge and skills to prepare students for employment in a variety of roles including business management and accounting.

**Course Delivery**

**Location and Times**

**Year 1:** Swinburne University of Technology, 369 Stud Road, Wantirna. Wednesday 1:00pm – 4:30pm

**Year 2:** Swinburne University of Technology, 369 Stud Road, Wantirna. Wednesday 1:00pm – 4:30pm

**Mode of Delivery:** Classroom/Online

**Duration:** 2 years part time

**On successful completion of this program the student will achieve:**

**Credit towards VCE, VCE VM, VPC and Intermediate VCAL**

All VET in school programs contribute units towards VCE and VCE VM. To confirm the number of units and if the program has a scored assessment and therefore a study score, please refer to the following VCCA Get VET resource:

[VCE-VET-program-chart.pdf](#)

Further information can be found on the VTAC website: [www.vtac.edu.au](http://www.vtac.edu.au) and/or [www.vcaa.vic.edu.au](http://www.vcaa.vic.edu.au)

**Qualification:** Be eligible for the award of **BSB20120 Certificate II in Workplace Skills** and a Statement of Attainment listing units completed from the **Certificate III in Business**.

**Additional Requirements/ Information:**

**Name of RTO & Provider of Qualification:**

Swinburne University of Technology  
 (TOID 3059)

**RTO Student Information:**

Please refer to <http://www.swinburne.edu.au/policies-regulations/> and [www.mullumvetcluster.com.au](http://www.mullumvetcluster.com.au) for student rights and responsibilities while on campus.

**Clothing and Equipment:**

- USB (Recommended)
- Pen
- Exercise Book
- Neat professional attire when attending excursion or events

**Excursions:** TBA

**Work Placement:** Not required but recommended.

**Other:** Current in 2023

**Future Pathways and Opportunities:**

<b>Complementary studies:</b>	<ul style="list-style-type: none"> <li>• Accounting</li> </ul>	<ul style="list-style-type: none"> <li>• Business Management</li> </ul>
<b>Pathways:</b>	<ul style="list-style-type: none"> <li>• Certificate IV in Business</li> <li>• Diploma of Business</li> <li>• Credit towards Bachelor of Business</li> </ul>	
<b>Possible Future Career Opportunities:</b>	<ul style="list-style-type: none"> <li>• Administration</li> <li>• Customer Service</li> <li>• Marketing Officer</li> <li>• Public Relations Officer</li> </ul>	<ul style="list-style-type: none"> <li>• Accounts Clerk</li> <li>• Receptionist</li> <li>• Clerical Assistant</li> <li>• Small Business Owner</li> </ul>

## Units of Competency:

### Year 1: Competencies covered in first year

Unit Code	Unit Name	Nominal Hours	Compulsory / Elective
BSBOPS201	Work effectively in business environment	30	C
BSBPEF202	Plan and apply time management	20	C
BSBPEF302	Develop self-awareness	30	E
BSBTEC201	Use business software applications	30	E
FSKWGTG009	Write routine workplace texts	15	E
BSBCMM211	Apply communication skills	40	C
BSBTEC202	Use digital technologies to communicate in a work environment	20	E
BSBOPS203	Deliver a service to customers	40	E
BSBSUS211	Participate in sustainable work practices	20	C
BSBWHS211	Contribute to the health and safety of self and others	20	C
<b>Total nominal hours</b>		<b>255</b>	

### Year 2: Competencies covered in second year

Unit Code	Unit Name	Nominal Hours	Compulsory / Elective
BSBINS302	Organise workplace information	30	C
BSBPEF301	Organise personal work priorities	30	C
BSBTEC301	Design and produce business documents	80	C
BSBOPS304	Deliver and monitor a service to customers	35	C
BSBXCM301	Engage in workplace communication	40	C
<b>Total nominal hours</b>		<b>215</b>	
<b>2 units from Year 2 provide credit towards a full completion of BSB20120</b>			

